

2010

2010 InforME Annual Report

InforME

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Chair's Message

Offering more than 300,000 web pages, Maine.gov is an outstanding resource that has become vital for government service delivery to the public. Citizens and businesses alike rely on Maine.gov for access to information and expect to be able to take care of government interactions online. In the current economy and state budget climate, efficient online services are more necessary than ever before.

Usage of Maine.gov continues to grow, now exceeding 230 million hits annually. In 2010, enhancements to Maine.gov included an updated design, a smartphone mobile version, an enhanced local government portal, social media links, and a live streaming media service.

Maine.gov continues to receive national recognition, ranking fourth place in 2010 among state government web portals and receiving two additional awards from the Center for Digital Government for online services. The State of Maine's successful eGovernment initiative has become a model for other states, and has been achieved without direct state funding.

In the past year, InforME has added 14 new services to Maine.gov, expanding Maine's eGovernment service offerings to over 400. New services include the ARRA stimulus transparency site, Maine's organ donor registry, and campground reservations. Municipal participation also continues to grow -- InforME now partners with 149 municipalities to offer online services.

InforME, with effective oversight and committed agency partners, continues to transform government service delivery in Maine at the state and municipal level. I look forward to the next generation of eGovernment, and I would like to thank the agencies and InforME Board members for their support and participation in Maine's eGovernment initiative.



Matthew Dunlap,
Chair of the Board

Maine.gov Site

I am proud that the State's website has continued to evolve and grow to meet the needs of Maine taxpayers to navigate the vast array of information and resources provided by State government, and to make accessing services easier. Maine continues to raise the bar on government transparency and accountability."

- Governor Baldacci

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InforME: Next Generation eGovernment

Transparency Website

The success of this project required collaboration by many agencies. Through this solution, the state has been able to submit the required reports to the federal government on time and in full compliance. In addition, all of the data is available to the public in a transparent and user-friendly way.

- Ellen Schneider,
Commissioner, DAFS

InforME continues to keep pace with ever-changing technologies as well as positioning the State of Maine as a national leader in eGovernment innovation. In 2010 the focus was on next-generation solutions and facilitating open, transparent government. Maine.gov offers an updated design with new features including a centralized social media page, a live streaming media solution, an enhanced open data service, a new smartphone mobile portal, a robust Recovery Act (ARRA) transparency site, a new standard state agency website template, and enhanced information delivery options.

- **Updated Design:** In 2010, Maine.gov was enhanced with a fresh design including a prominent search feature for online services, agencies and page content, and a new layout to focus on the most visited information.
- **Social Media:** Social media links are now highlighted on a centralized “Connect” page, so that interested users can easily find agency feeds and services. (www.maine.gov/portal/social/)
- **Live Streaming Media:** The Maine.gov Media Gallery now includes live streaming video and audio as well as recorded media (media.maine.gov). All video in the Media Gallery is closed captioned, and transcripts are provided for audio to ensure accessibility to the disabled. This new service on Maine.gov will allow state government to schedule and stream live meetings online for public viewing.
- **Mobile:** A new mobile Maine.gov was created for smartphone devices such as the iPhone and Android, providing on-the-go access to agency directories, maps of nearby government facilities, 511 travel data, polling places, lottery numbers, and news. Citizens can simply point their mobile browser to www.Maine.gov.
- **Enhanced Open Data Service:** Maine.gov DataShare received additional data sets and new search and browsing features such as “featured” data sets, “most popular”, and browsing by data type. RSS and a Twitter feed provide updates when new data sets are added. (www.maine.gov/data/)
- **ARRA Transparency:** Maine.gov offers a dynamic site for ARRA (American Recovery and Reinvestment Act) funding transparency. The site was recognized with a national Digital Government Achievement Award in 2010, and provides detailed data, charts and maps, search and downloads, for all ARRA project and expenditure data. (www.maine.gov/recovery/)
- **State Agency Template:** Our next-generation agency website template was released in 2010. It features enhanced navigation, device detection for mobile display, and built-in tools for agency webmasters.
- **Information Delivery Options:** Maine.gov information delivery options include mobile, RSS, microformats, Twitter, Facebook, email notifications, a customizable page, text-only and translated versions.

Looking forward to 2011:

The emerging technologies and trends for 2011 include mobile services, transparency, live Internet streaming of meetings and events, cloud computing, enterprise email and text message notifications, and interactive online constituent feedback/communication services.

Strategic Plan Update

The InforME Board's Strategic Plan sets the key goals and direction, to ensure that InforME continues to achieve its mission for serving both government and the public. This most recent Strategic Plan spans 2010-2012 and defines the over-arching goals and the strategies to achieve them.

In November 2009, the InforME Board, portal staff and State of Maine Information Technology/eGovernment Services staff participated in a strategic planning session to discuss the key issues facing InforME over the next three years and the direction InforME should take. As a result, the following key goals were updated to reflect these discussions.

2010-2012 Strategic Plan Goals

- 1) Promote the long-term financial sustainability and viability of the portal.
- 2) Continue the transformation of Maine.gov into an ever more relevant and useful one-stop portal.
- 3) Provide leadership in the discussions regarding creation, administration, and delivery of public information.

1) Promote the long-term financial sustainability and viability of the portal.

InforME is defined in statute as a self-funded entity. In order to ensure the continued operation of the InforME portal, the Board is gathering information to provide a firm understanding of the portal's financial environment. In 2010, a work group was created to capture and document financial metrics and trends of the portal as well as key challenges and risks that will be faced in the coming years. This group will also propose recommendations for strengthening the portal and its sustainability, and improving service relevance and participation.

2) Continue the transformation of Maine.gov into an ever more relevant and useful one-stop portal.

InforME continues to evaluate and enhance the Maine.gov portal to ensure that it remains innovative, user-friendly, and effective. In 2010 Maine.gov received national recognition from the Center for Digital Government, ranking fourth in the nation among state government portals. Maine.gov has ranked within the top four state websites consistently for the past 11 years. Maine also received national Digital Government Achievement Awards for its ARRA electronic reporting solution and the Maine TankSmart online training and certification service – both services developed by InforME in partnership with Maine state agencies.

For Maine state agencies and the public constituents whom they serve, Maine.gov is a primary resource for online government information and services. In 2010, several enhancements were completed to improve the online experience for millions of Maine.gov users, including an updated design, enhanced search functions, a smartphone mobile version, social media links, and an updated local government portal.

Hunting/Fishing License Purchase

I've used similar sites for other states. Maine.gov has easily one of the best-simple, welcoming and helpful sites. Hopefully, the fish will have the same attitude!

Strategic Plan Update

Rapid Renewal

*I just love this site....
it saves so much
time.*

*I think it is great. No
hassle standing and
waiting in line. We
live in a click and go
world.*

InforME continues to develop innovative eGovernment solutions, such as the Maine.gov Media Gallery. The Media Gallery initially offered a fully accessible, pre-recorded media option, which aimed to standardize and centralize State media content. In 2010, InforME released Phase II of the application, which included a live streaming audio and video component that is also fully accessible.

In addition to developing Maine.gov, part of InforME's role is to promote awareness of Maine.gov and associated online services and to maximize the usage of these services. InforME develops a comprehensive marketing plan each year for Maine.gov, and works together with agencies to develop marketing plans for their online services and promote online transactions.

3) Provide leadership in the discussions regarding creation, administration, and delivery of public information.

The continued evolution in government from paper-based records to digital information raises multiple public policy issues relevant to InforME, including individual privacy, data security, email SPAM, transparency, freedom of access, and the commercial value of bulk electronic data.

The InforME Board identified the debate over such issues as relevant to InforME's purpose and the Board's expertise. A subcommittee was formed to research these issues to provide guidance on how the Board can best participate in the policy-making process. In 2010, the Board reviewed the InforME statute and drafted proposed language updates; updated the Maine.gov privacy policy to be consistent with existing laws and rules; provided information to the Right to Know Committee; and participated in forums dealing with public information issues.

Awards 2010

Maine.gov awarded Fourth Place in Annual Best of Web Competition

For the eleventh straight year, the Center for Digital Government has named Maine.gov one of the top four state government sites in the nation. Maine.gov was ranked fourth in the 2010 Best of the Web national competition for state government Web portals. The competition evaluates portals on the basis of online services, innovative technology, efficiency, ease-of-use, accessibility to the disabled, privacy and security.

Digital Government Achievement Award – Center for Digital Government: Maine.gov American Reinvestment Recovery Act (ARRA) Transparency Website

The Maine.gov ARRA Transparency Website, created in partnership with InforME, was awarded a Digital Government Achievement Award in the Government-to-Government category of the 2010 Digital Government Achievement Awards. The Government-to-Government category recognizes innovative services created by government for government use.

Digital Government Achievement Award – Center for Digital Government: Department of Environmental Protection, TankSmart

The Maine Department of Environment Protection's TankSmart service, created in partnership with InforME, was awarded a Digital Government Achievement Award for the Government-to-Business category of the 2010 Digital Achievement Awards. The Government-to-Business category recognizes unique online services created by government for businesses.

Juggle.com – Top Government Website Award

Juggle.com recognizes government websites that apply the best that web technology has to offer to provide citizens with greater access to information and government services. Maine.gov was recognized for “creating a central online location for many of the errands that Mainers had to run around town for has put Maine’s portal a step ahead of other state’s government services.”

Best Fit Integrator Award – Center for Digital Government: Keep ME Well

The Best Fit Integrator Recognition Award is the Center’s award program for government to recognize its private partners, those private sector companies who work closely with government to tailor solutions to suit the unique needs of government. Maine’s private sector partner for InforME, Maine Information Network, was selected as a winner for its work in developing the Keep ME Well online health assessment for state government.

The Sunny Awards – Sunshine Review: Maine.gov

The Maine.gov Website was awarded a Sunny Award by the Sunshine Review for being one of the best government websites in the country for transparency. The Sunny Awards honored less than 1% of the 5,000 government Websites analyzed in 2010.

Online License Renewal

I can't believe how easy and fast this has been to complete!

I LOVED this! It was SO easy and accessible. The whole thing took me about 10 minutes. Thank you for making this so easy!

You guys ROCK! This was so easy and so fast! You are wonderful, personal, and efficient!

Current and Future eGovernment Services

TankSmart

Properly trained operators of underground petroleum storage tanks are the first line of defense for detecting and responding to evidence of a release. The TankSmart program provides easy access via the Internet to training that is free to Maine businesses. The training assists operators in preventing releases that can have harmful effects on Maine's valued water resources and the health of the neighboring community.

– Beth Nagusky,
Acting Commissioner, DEP

New Fee Services

The following interactive applications were launched in 2010. These applications allow users to complete agency or municipal business, including making electronic payments when applicable.

Campground Reservations Solution:

Allows public users to create or cancel a Maine State Park reservation online; allows call-center users to create, cancel, or modify Maine State Park reservations. Various fees apply depending on length of stay and park. *February 2010*

Dental Board License Renewal: An enhancement to the existing online license renewal service allowing dental board license holders to renew their license online. Various fees apply depending on license being renewed. *June 2010*

Bureau of Motor Vehicles Online Store:

Allows users to donate to the clean fuel vehicle fund. *May 2010*

Bureau of Veterans Services Online Store:

Allows users to donate to the Women Veterans Memorial. *September 2010*

Public Criminal Records Search: Enhancements including ability to order a notarized record and redesign of the existing search service. \$21 fee per search for in-state subscriber, \$31 fee for non-subscribers and out-of-state subscribers, \$10 notarization fee. *September 2010*

Court Fine Payments IVR: Allows users to make a full or partial payment for their Maine State Court Fine by phone. Various fees depending on fine. *December 2010*

Corrections Money Deposit Service:

Allows users to make online deposits to the general (trust) and phone accounts of eligible adult prisoners or juvenile residents. Various fees depending on the amount deposited. *December 2010*

New Non-Fee Services

- Bureau of Motor Vehicles, Organ Donor Registry
- Keep ME Well Resource Tool Kit
- Maine Integrated Youth Health Survey
- Maine.gov Live Streaming Media Solution
- Maine.gov Enhanced Mobile Portal for SmartPhones
- Maine.gov Enhanced Voter Information Services Lookup
- American Recovery and Reinvestment Act Reporting by Agencies
- Absentee Ballot Request for Overseas and Uniformed Voters

Current Non-Fee Services

- Abandoned Vehicle Lien Holder Notification
- Absentee Ballot Request Service
- Adoption Rate Wizard
- Agency Static Website Hosting
- Air Quality Monitoring System
- Any Deer Permit Lottery
- Any Deer Permit Transfer
- Archives Interactive Search
- AutoForms Enterprise Tool
- BMV Guest User System for Agencies
- BMV Municipal File Transfer
- BMV Suspended Driver System
- BMV Vanity Plate Availability Check
- Boards & Commissions Annual Report Filing
- Boards and Commissions Online Directory
- Bureau of General Services Public Improvement Project Application
- Bureau of Human Resources Job Description Search
- Bureau of Human Resources Salary Listing Search
- Business Answers Licensing Assistant
- Debtor Name Search
- Department of Public Safety Statute Search
- E911 Kids Page
- Email Listserve Software for Agencies
- Environmental Protection TankSmart Training
- Find Your Elected Officials• Flag Notification Alerts
- Governor Baldacci's Budget Balancing Tool
- HireME Maine State Job Application
- Historical Newspapers Search
- International Fuel Tax Efil-ing (IFTA)
- Judicial Courts Mediator Search
- Maine Foliage Live Help
- Maine Revenue Service Sales & Use, Service Provider and Income Tax Withholding Registration for new businesses
- Maine Sex Offender Registry, Law Enforcement Access Version
- Maine Sex Offender Verification Service, Law Enforcement Access
- Maine.gov Citizen Alert System
- Maine.gov DataShare
- Maine.gov eDemocracy Portal
- Maine.gov eGov Services Template
- Maine.gov E-Postcards
- Maine.gov Google Search Engine
- Maine.gov Help Center
- Maine.gov Language Translation Service
- Maine.gov Live Help
- Maine.gov Local Government Portal
- Maine.gov Mapping
- Maine.gov Media Gallery
- Maine.gov Microformats
- Maine.gov Mobile Portal
- Maine.gov News System
- Maine.gov Online History Stories
- Maine.gov Photo Contest
- Maine.gov Predictive Search
- Maine.gov Public Meeting Calendar
- Maine.gov RSS Feeds
- Maine.gov State Agency Directory
- Maine.gov Twitter
- Maine.gov Weather
- MSECCA Online Donation Solution
- My Maine.gov Custom Page and Notification Services
- MyDAUS Survey Data Service
- Notary and Dedimus Justice Search
- Ozone Real Time Data
- Parks and Lands Search
- PUC Electronic Document Filing System
- Secretary of State Kid's Page
- Secretary of State's Eighth Grade Citizenship Award Nomination Form
- Secretary of State's Printable Board Games
- Secretary of State's Road to Maine Laws Animation
- Sex Offender Registry
- Simple Data Transfer Tool
- Standard Maine.gov Website Header
- Student Mock Election Results Tracking System
- Submit a Tribute to a Veteran
- Treasurer's Next Generation CD Auction
- Unclaimed Property Holder Reporting
- Unclaimed Property Search
- Voter Information Lookup Service
- Webmaster Online Directory System
- Webmaster Resource Website
- Webmaster Support Blog
- Webmaster Training Presentations and Tutorials
- What's New Content Management Tool

Absentee Ballot Request

I always use your online services whenever possible and think you do a terrific job. Thank you for keeping up with the times.

This is so much easier than trying to get my local Town Hall on the phone! A real boon for the disabled. Thank you!

Thank you for making this so easy! I work 12 hour shifts, including on Election Day, and it's impossible for me to vote in person unless I take time off from work, so this is perfect.

Current and Future eGovernment Services

Current Fee Services

Interactive applications with full online transactions of agency business, including accepting online payments, that have launched since the portal began.

Online Service	Fees	Launch Date
Department of Agriculture		
Dog Licensing	\$7 per altered dog; \$12 per unaltered dog	Jun-03
Secretary of State: Bureau of Corporations, Elections, Commissions		
Change of Registered Office Address	Corporations, LPs, LLCs, LLPs: \$35 Non-Profit: \$15	Mar-06
Corporate Records or UCC Bulk	\$600 current data; \$1,200 current and expired data; \$300 weekly updates; \$1,500 collateral images; \$500 weekly image updates	Mar-00
Trademark Bulk Database	\$300 download	May-00
UCC Searches	\$12 per search; \$5 additional to certify	May-02
UCC Filing	Various fees depending upon filing	May-02
Interactive Corporate Searches	Filed documents \$3 per record; \$5 additional to certify. Certificate of Good Standing \$30 for short and long form	Aug-01
Annual Reports Filing	Various fees depending upon filing	May-02
Annual Reports Online XML	Various fees depending upon filing	Apr-04
Designation of Trustee Process	\$25 per filing; free search	Jan-04
Late Filing Penalty Payments	\$50 for profit companies; \$25 non-profit companies	Jun-06
Change of Registered Office Agent	\$10-\$70 depending on the entity filing	Nov-06
Notary Public Commission Renewal and Update	\$50 renewal fee	Jun-08
Commercial Clerk and Commercial Registered Agency Online Listing and Management Service	\$50 update fee, \$150 new listing or listing termination fee	Jul-08
Secretary of State: Bureau of Motor Vehicles		
Interactive Driver Records Search	\$7 per record	Aug-99
Interactive Title and Registration Records Search	\$5 per record	Aug-99
BMV Special Request	\$.06 per record for a specified search; \$.02 per record for full file	Sep-99
Rapid Renewal Auto Registration Renewal	Various Fees plus \$3 agent fee	Dec-00
Rapid Renewal Manual Towns	Various Fees plus \$3 agent fee	Aug-00
Vanity Plate Ordering	Free search; \$25 vanity plate order fee; \$20 specialty plate order fee	Apr-06
Driver's License and ID Card	\$30 per 6-year driver's license renewal; \$40 per 8-year driver's license renewal; \$5 per driver's license renewal and replacement; \$5 per ID card renewal or replacement	Jun-04
Driver Record Check	\$7 per 3-year record; \$12 per 10-year record	Nov-04
Overlimit Permit	From \$6 to \$27.50 depending on truck dimensions	May-05
Overlimit Consortium Permits	Various Fees	May-06
Statewide Trailer Registration Renewal	\$12.50 for 1 year or \$24.00 for 2 years for trailers weighing less than 2,000 pounds; \$22.00 for 1 year or \$43.00 for 2 years for trailers weighing 2,000 pounds or more.	Feb-07
Taxis and Limos Registration Renewal	Various Fees plus \$3 agent fee	Oct-07
Unified Carrier Registry	Various Fees	Sep-07
Non-Resident/Military Registration Renewal	Various Fees plus \$3 agent fee	Jul-08
Fleet Trailer Renewal	Various Fees	Nov-08
Duplicate Registration	\$3 per duplicate registration	Sep-09
Secretary of State: Maine State Archives		
Archives Search and Ordering	Various Fees	May-05
Archives Online Store	Various Fees	Apr-08

Online Service	Fees	Launch Date
Department of Inland Fisheries and Wildlife		
IF&W Storefront	Various Fees for merchandise	Oct-01
IF&W Special Request	\$25 minimum purchase subject to 5% sales tax; \$.05 per record single use or \$.05 per record unlimited use.	Apr-00
Moose Permit Lottery	Resident: \$7 one chance; \$12 three chances; \$22 six chances; Non-Resident: \$15 one chance; \$25 three chances; \$35 six chances; \$55 ten chances	Dec-02
MOSES-Maine Online Sportsman Electronic Service	Various Fees	Mar-03
Any Deer Swap	\$7 per swap	
Moose Permit Data	\$25 minimum purchase subject to 5% sales tax; \$.05 per record	Oct-03
ATV/Snowmobile Registration	Resident renewal of a snowmobile: \$41; non-resident renewal of a snowmobile: \$89. Resident renewal of an ATV: \$34; non-resident renewal of an ATV: \$69.	Feb-06
Boat Registration Renewal	Various Fees plus \$4.50 agent fee	May-09
Professional and Financial Regulation		
Professional License Renewal	Various Fees depending on the license being renewed	Jul-00
Registered Professional Nurse, Licensed Practical Nurse Renewal	\$75 per RN renewal; \$50 per LPN renewal	Nov-05
Physician License Renewal	\$400 per renewal	Sep-07
Professional Engineer Renewal	\$80 two-year renewal; \$10 late fee	Sep-03
Medical Doctor and Physician Assistant Licensee Special Request	Various Fees	Apr-09
Physician Assistant License Renewal	Various Fees	Sep-09
Department of Public Safety		
Public Criminal Records Search	\$21 per record for in-state subscribers; \$31 for out-of-state subscribers and non-subscribers	May-03
Fire Sprinkler License Renewal	Various Fees	May-05
Fire Sprinkler Permits	Various Fees	Feb-06
Crash Report Ordering	Free search; \$10 per report ordered	Oct-04
Department of Health and Human Services		
Health and Environmental Testing Laboratory, Water Test Kit	Various Fees	Jun-03
Fingerprint Payments for Foster Families	\$52 per fingerprint packet ordered	Apr-07
Department of Marine Resources		
Marine License Renewal	Various Fees	Dec-03
Judicial Branch		
Paytixx, Moving Violations Payments	Various Fees plus a \$6 premium service fee	May-01
Court Fine Payments Online	Various Fees plus a \$6 premium service fee	Jul-09
Department of Conservation: Maine Forest Service		
Burn Permit Online Purchase	\$7 per permit	Jun-05
State Planning Office		
Conservation Easement Registry	\$30 per account	Mar-09
Maine Revenue Service		
Tax Lien Filings	Various Fees	Mar-06
Maine Ethics Commission		
Lobbyist Registration	\$200 Associate Registration Fee, \$400 Lobbyist Registration Fee	Jan-08
Qualifying Contributions for Clean Election Candidates	\$5 donation on a candidate's behalf, various donation amounts to Clean Election Fund	Mar-08
Penalty Payments	Various Fees	Apr-08
Enterprise Services		
Enterprise Shopping Cart and Payment Tool	Various Fees depending on service offerings	Sep-06
PayPort Municipal Payment Processing Tool	Various Fees, plus 2.5% PayPort fee	May-09

Current and Future eGovernment Services

DECD Website Redesign

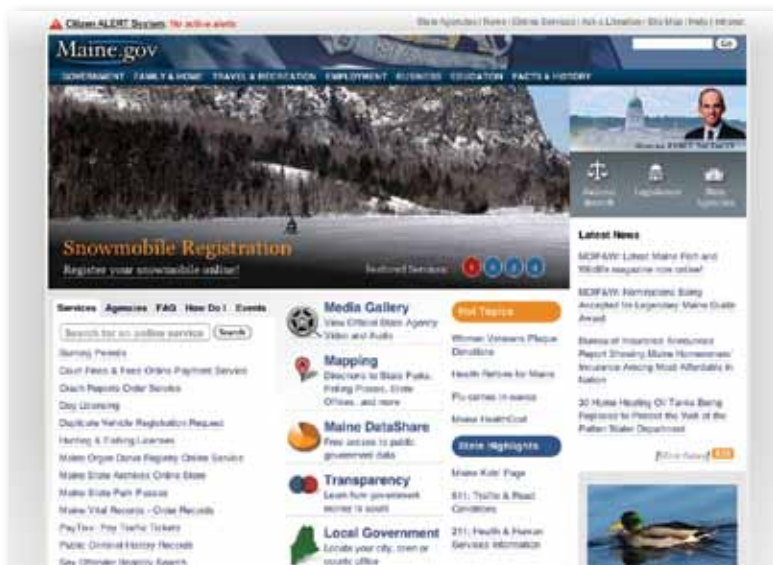
We are making a concentrated effort to highlight the achievements and effectiveness of the DECD. The new site, that InforME built for us, will undoubtedly play a role. We are very pleased with the final results of the site and look forward to the next opportunity we can work together.

— Brian Hodges,
Deputy Commissioner,
DECD

Website Designs in 2010

Sites designed by InforME in 2010 include:

- Maine.gov: www.maine.gov
- Maine Prepares: www.maine.gov/mema/prepare/
- Maine Department of Economic and Community Development: www.maine.gov/decd
- Maine Career Center: www.maineccareercenter.com/
- Maine Local Portal: www.maine.gov/local/



Future Services

InforME consistently seeks new opportunities for delivering online services to the citizens and businesses of Maine. InforME is currently working on several of the projects in the list below, while others represent new opportunities that InforME believes would add value to the existing suite of Maine.gov online services.

ONLINE SERVICE	AGENCY
Background Check Package	Department of Public Safety/Bureau of Motor Vehicles
Environmental Health License Renewals	DHHS, Division of Environmental Health
Lottery Subscriptions	Bureau of Alcoholic Beverages and Lottery Operations
Real-Estate Transfer Tax Declaration Filings	Maine Revenue Service
Municipal Vital Records Ordering System	Municipalities throughout Maine
Bottle Label Registration	Department of Public Safety
Applicant Fingerprinting	Department of Public Safety
eNotification of Intent	Department of Environmental Protection
Alcohol Seller/Server Training Certification	Department of Public Safety/Bureau of Alcoholic Beverages and Lottery Operations
One-Stop Benefits Application	Department of Health and Human Services
Saltwater Fishing Registry	Department of Marine Resources
Professional License Transactions	Department of Professional and Financial Regulation

Driver's License Replacement

Having my wallet stolen was really awful, but not nearly so bad when I found out I didn't have to go to the BMV. Thank you for this on-line replacement service!

Actions of the Board

ATV/Snowmobile Registration Renewal

Excellent! Thank you so much for offering us this service. Some of us are unable to leave work to get to the registration office in order to do not only this registration, but, other features. Recently I have done a fishing/hunting license, and, registered one of my trailers.

January

The Board approved the following Service Prioritizations and Service Level Agreements in January:

- Maine.gov Media Gallery, Fee Updates
- Department of Transportation, Maine.gov Media Gallery
- Department of Public Safety, Update to Criminal Records Service
- Bath Water District, PayPort
- Bureau of Motor Vehicles, Service Upgrades for Registrations
- Bureau of Motor Vehicles, Organ Donor Registry
- Bureau of Corporations, Elections and Commissions, Absentee Ballot Request Service Enhancements

February

There were no service level agreements or prioritizations presented to the Board in February.

March

There were no service level agreements or prioritizations presented to the Board in March.

April

The Board approved the following Service Prioritizations and Service Level Agreements in April:

- Maine.gov Media Gallery, Fee Updates
- PayPort, Fee Updates
- City of Lewiston, PayPort
- Municipal Vital Records Search and Ordering Service

The Boards approved the request to terminate the existing Ready, Set, Gov free municipal website service.

June

The Board approved the following Service Prioritizations and Service Level Agreements in June:

- Department of Health and Human Services, Benefits Portal, Phase I

- Department of Public Safety/Bureau of Alcoholic Beverages and Lottery Operations, Seller & Server Training
- Department of Marine Resources, Saltwater Fishing Registry
- PayPort Enhancements
- Portland Parking Ticket Fee Change
- Department of Conservation, Campground Reservations Phase II
- Bureau of Corporations, Elections and Commissions, Absentee Ballot Request Service Enhancements

A vote was not required by the Board, but the Judicial Branch phone based fine payment service was presented in June.

July

There were no service level agreements or prioritizations presented to the Board in July.

August

The Board approved the following Service Prioritizations and Service Level Agreements in August:

- Department of Professional and Financial Regulation, Professional License Transactions
- Department of Health and Human Service, Environmental Health Licensing Fee change

September

The Board approved the following in September:

- Bureau of Veterans Services, Online Donations for Veterans Memorial Prioritization and Service Level Agreement.
- GovDelivery Prioritization

October

The Board approved the following in October:

- Department of Professional and Financial Regulation, Professional License Renewal Transactions, Updated Schedule A and Schedule B
- GovDelivery Service Level Agreements for MEMA, BABLO, DOT and Labor.

Topics of Discussion

- InforME Statute
- Municipal Vital Records Service
- Social Software Policy Discussion
- InforME Strategic Plan
- FOAA and Requests for Data
- Privacy
- Tiered Pricing Structures
- eGov Guide for State Agencies
- Bulk Data

Demonstrations

- American Recovery and Reinvestment Act Website
- State Agency Website Template Version 2.0

Boat Registration Renewal

This was great because I got to use my boat the first week-end of April when the town hall was closed. Thanks!

InforME Board of Directors

Matthew Dunlap, *Secretary of State,
Chair of the Board*

Greg McNeal, *Chief Information Officer
Department of Administrative and Financial
Services*

Dan A. Gwadosky, *Director of the Bureau of
Alcoholic Beverages & Lottery Operations
Representing Major Data Custodians in the
Executive Branch*

Herb Thomson, *Director of Communications,
Department of Transportation
Representing Major Data Custodians in the
Executive Branch*

John Martins, *Department of Health and Human
Services
Representing Major Data Custodians in the
Executive Branch*

John Forker, *University of Maine, Augusta
Representing the University of Maine*

Abbe Yacoben, *Town of Freeport
Representing a Statewide Association of Muni-
cipalities*

Anne B. Schink, *Maine League of Women Voters
Representing a Nonprofit Organization Advanc-
ing Citizen's Rights of Access*

Anne Davis, *Gardiner Public Library
Representing a Statewide Association of Public
Librarians*

Cynthia Butts, *Maine Association of Realtors
Representing a User Association*

Christopher W. Pinkham, *President,
Maine Association of Community Banks
Representing a User Association*

Dean Corner, *Maine State Library*

Richard Trahey
Public member appointed by the
Speaker of the House

Joe Laliberte
Public member appointed by the
President of the Senate

Doug Birgfeld, *Chief Technology Officer
(non-voting member)
Judicial Branch*

Paul Sandlin, *Staff to the Board
(non-voting member)
Manager of eGov Services, OIT*

Kelly Hokkanen, *General Manager, InforME
(non-voting member)
Representing InforME/Maine Information Network*

Ellen Schneider, *Commissioner of Department of
Administrative and Financial Services
Representing the Department of Administrative
and Financial Services*

Maine.gov: Did you know?

20 Million pages are viewed on Maine.gov each month!

Over **165,000 pages** were viewed on Maine.gov Mobile in 2010

Maine.gov has processed **over 50 million** online transactions, including:

- 1,000,000 criminal record requests
- 650,000 hunting and fishing licenses sold
- 565,000 vehicle registration renewals
- 425,000 annual report filings

Maine.gov offers more than 300,000 pages of content and 1,400 online services, and creates efficiencies and cost savings for citizens, business, and government.



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